

Enforcement Program Report

Prepared by Sandra Monterrubio

October 4, 2013

Complaint Program

The total number of complaints received as of July 1, 2013 is 168. The Veterinary Medical Board (Board) has received 10 complaints involving unlicensed activity. Unlicensed activity cases include, but are not limited to, anesthesia-free dental cleaning, veterinarians and registered technicians practicing without a valid license, and expired hospital premise permits.

The Board is in the process of filling the vacant enforcement/intake position. The intake person is responsible for opening all incoming complaints, assisting with the inspection program, issuing citations, providing clerical support for all enforcement staff, and is back-up to the receptionist. Current enforcement staff have absorbed this workload, but in doing so additional backlogs have been created.

Citation Program

Since July 1, 2013, 44 citations have been served, 8 informal conferences have been held and one citation has been referred to the Attorney General's Office for an administrative hearing. Of the 44 citations served, 23 were issued for unlicensed activity.

Inspection Program

On August 1, 2013, the Board promoted Allison Nagao-Dutra to the Probation Monitor and Inspection Coordinator position. Ms. Nagao-Dutra has been part of the enforcement team for the last three years and has performed desk investigations, issued citations and assigned complaint-related inspections. Ms. Nagao-Dutra is monitoring probationers, assigning and maintaining the inspection program and working with the Office of the Attorney General on Statement of Issues (license denial).

To date, the Board has assigned 150 inspections. None of the 150 inspections have been performed due to the inspection position being vacant for several months. Inspections will begin no later than November 1, 2013. Due to budget constraints, the Board will assign 200 routine inspections and 25 complaint-related inspections for fiscal year 2013/2014.

Currently the Board has three inspectors performing inspections. Due to budget constraints, the Board is not hiring any new inspectors for fiscal year 2013/2014.

Discipline Program

Currently there are 94 cases pending at the Attorney General's Office. Those cases include Accusations and Statements of Issues. Since July 1, 2013, five cases have been sent to the Attorney General's Office with 12 additional cases being processed for transmittal.

Dr. Byoung Hah has petitioned for reinstatement of his license and his case will be heard on October 22, 2013 at 10:00 am.

Dr. George Grant has petitioned for reinstatement of his license and his case will be heard on October 22, 2013 at 1:00 p.m.

As of today, the Board is monitoring 38 probationers. Of the 38 probationers, all are in compliance. The Assistant Executive Officer and the Enforcement Program Manager have been working with the Enforcement Committee on developing new probation monitoring procedures that will allow for strict and efficient monitoring by the probation monitor. The recommended monitoring protocol includes:

- Meeting with the probationer at the Board office to review the adopted Disciplinary Order adopted by the Board and answer questions.

- Monitoring probationers' progress through regular phone calls.
- Progress checks by the probation monitor at the probationer's practice location.

The recommended protocol should be implemented once additional enforcement staff is hired.